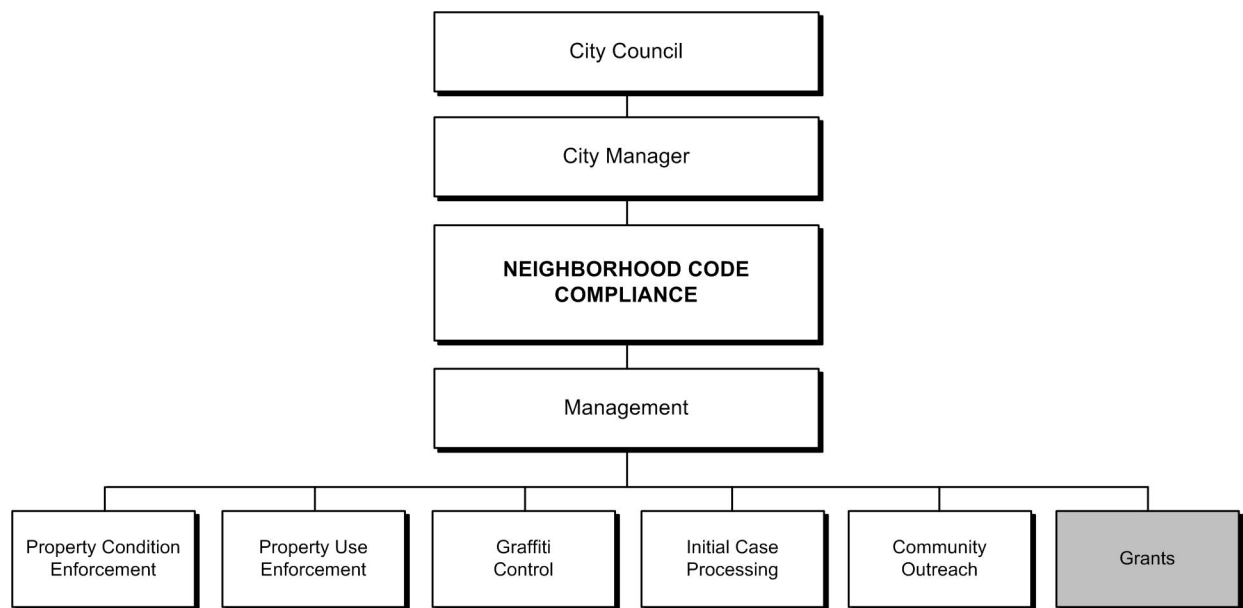




Neighborhood Code Compliance



Neighborhood Code Compliance



Mission Statement

To work in partnership with the people of San Diego to maintain a safe and desirable living and working environment; to improve the quality of San Diego's neighborhoods through education, enforcement and abatement; and to respond to community concerns and attain code compliance while maintaining high professional standards and continually seeking improvements and innovations.

Department Description

The Neighborhood Code Compliance (NCC) Department was created in 1993 to address violations primarily associated with private property. The focus of the Department is to ensure that City residents live, work, and play in a safe and desirable environment.

The majority of the Department's cases are initiated by resident complaints. NCC prides itself in being able to resolve the large majority of violations via voluntary means. However, a variety of administrative and judicial remedies are available when voluntary compliance is not achieved. These remedies include mediation, fines, abatement, recording notices with the County, and referral to the City Attorney.

The Department enforces State and local regulations related to:

- Construction and grading
- Disabled access
- Environmentally sensitive lands
- Graffiti
- Land use and zoning
- Noise control, such as barking dogs
- Substandard housing conditions
- Unsafe buildings
- Vacant buildings that are a public nuisance

NCC is closely aligned with the Police Department, the City Attorney's Office, and the Community Service Centers.

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Department Description (continued)

These partnerships enable NCC to:

- Resolve complex community issues
- Communicate with volunteers and the community
- Provide services and information to the public

Division/Major Program Description

Community Outreach

This section leverages volunteer resources by recruiting and training volunteers to identify and resolve code violations in their neighborhoods before referral to City staff for formal enforcement action. The Graffiti Control Program provides materials and supplies to residents engaged in removing graffiti, coordinates volunteer paint-outs, promotes graffiti education, and organizes prevention events for youth and community groups.

Graffiti Control Program

The Graffiti Control Program was created in 1992 and consists of 12 staff members, who use a multi-faceted approach to eliminate graffiti vandalism and resulting blight. The prevention and education efforts include creating public awareness through the website and community presentations. The one-stop Graffiti Hotline, which residents call for information and to report graffiti, is a central part of the graffiti eradication program. At the Paint and Materials Exchange Bank, property owners and volunteers receive free recycled paint and supplies to remove graffiti. Program staff engage in the prompt removal of graffiti from City inventory and work with businesses and large institutions to keep their properties graffiti-free. Code enforcement includes notification to private property owners in violation, and enforcement of provisions designed to control theft and the illegal sale of spray paint and glass etching products to minors. Program staff also coordinate with the Police Department and members of the criminal justice community to influence arrest rates and implement deterrent sentencing of graffiti vandals.

Initial Case Processing

This section is usually the public's first contact with the Department. Public information clerks answer the intake hotline, provide the public with information regarding San Diego Municipal Code violations, log complaints, and refer calls to the appropriate department and/or agency. This staff also processes voluntary compliance letters asking property owners to correct violations; initiates the assignment of cases to investigators for further enforcement actions; and issues noise permits for construction activity and special events.

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Division/Major Program Description (continued)

Management	This section provides the overall policy coordination, planning, management, fiscal and information services for all of the operating programs of the Department.
Property Condition Enforcement	This Division, originally formed to consolidate enforcement programs for building, housing, engineering and noise violations, now has 16 field investigators who enforce violations related to construction codes, housing standards, excessive noise, disabled access, vacant and abandoned buildings, mobile homes, newsracks, and billboards advertising alcohol in proximity to sites where children congregate. Combination inspectors partner with police officers to provide comprehensive responses to problems in the Mid-City and Central police service areas. Investigator support is also provided to the Drug Abatement Response Team, which includes police detectives and a Deputy City Attorney.
Property Use Enforcement	This section has 19 field investigators who enforce violations of the Land Development Code. Issues related to property use include the following: non-permitted dwelling units, zoning, illegal grading, lot coverage, setbacks, height restrictions, parking requirements, landscaping, environmental preservation, historical and coastal regulations, and signs. Proactive inspection programs are designed and implemented in selected areas throughout the City.

Service Efforts and Accomplishments

Long regarded as a national leader in the area of code enforcement, NCC's Vacant Properties Program was selected as a best practice model in 2002 by the International City/County Management Association for excellence in the implementation of a process to rehabilitate abandoned buildings.

Staff launched an outreach campaign to inform approximately 160 businesses of a new ordinance requiring retail stores to maintain tight controls over materials that could be used for graffiti vandalism. The stores inspected were very cooperative in complying with the new regulations and will be periodically checked to ensure compliance.

The Mayor and City Council adopted an ordinance on May 14, 2002, which makes it unlawful for any responsible person to maintain or fail to reduce a lead paint hazard. NCC is working in conjunction with the Environmental Services Department to inform property owners, tenants and contractors about lead hazards within existing housing units constructed prior to 1978. A pilot program to reduce lead paint hazards has been implemented in Linda Vista.

NCC has initiated an aggressive effort to address illegal grading violations. A Grading Violation Assessment Team (G-VAT) was established to focus on code enforcement issues related to environmentally sensitive lands. Partnerships with the City Attorney's Code Enforcement Unit and the Development Services Department have aided in the success of this enforcement.

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Future Outlook

NCC will continue to focus on the Mayor's Goal #3, Create neighborhoods we can be proud of, and Goal #8, Make San Diego America's safest city. The following initiatives are being undertaken to pursue these goals:

- Facilitate improvements in the housing enforcement process in conjunction with the appointment of the Mayor's Housing Advisory and Appeals Board.
- Draft ordinance revisions to: improve enforcement of newsrack regulations; help resolve issues that are emerging in mixed-use and high-density entertainment areas; and strengthen the City's efforts regarding grading on environmentally sensitive lands.
- Implement a volunteer code enforcement program, where trained volunteers enforce violations that can be observed from the right-of-way. This program allows for the provision of services during non-business hours, such as evenings and weekends.
- Partner with the Police Department's new Graffiti Strike Force to influence arrest rates and test new strategies to reduce graffiti vandalism.
- Explore solutions to parking issues and property maintenance, and develop alternatives to better enable volunteers to address neighborhood concerns.
- Implement a Zero-Tolerance policy on graffiti viewable from City freeways. Since the majority of graffiti vandalism is motivated by the desire for fame and publicity, removing graffiti viewed from freeways should deter future graffiti vandalism.
- Improve the public's knowledge and accessibility to NCC information by providing land use regulations and related forms over the Internet.
- Create an educational video regarding the adverse effects of graffiti vandalism on neighborhoods. The video would be distributed to schools for viewing during assemblies and classes.

Neighborhood Code Compliance								
		FY 2002 ACTUAL		FY 2003 BUDGET		FY 2004 FINAL		FY 2003-2004 CHANGE
Positions		70.02		70.02		65.02		(5.00)
Personnel Expense	\$	4,853,976	\$	4,420,693	\$	4,446,535	\$	25,842
Non-Personnel Expense	\$	1,398,446	\$	1,128,988	\$	949,930	\$	(179,058)
TOTAL	\$	6,252,422	\$	5,549,681	\$	5,396,465	\$	(153,216)

Department Staffing

	FY 2002 ACTUAL	FY 2003 BUDGET	FY 2004 FINAL
GENERAL FUND			
Neighborhood Code Compliance			
Community Outreach	3.00	3.00	2.50
Department Management	5.02	5.02	5.02

Neighborhood Code Compliance

Department Staffing (continued)

	FY 2002 ACTUAL	FY 2003 BUDGET	FY 2004 FINAL
GENERAL FUND			
Neighborhood Code Compliance			
Graffiti Control	9.00	10.00	10.50
Initial Case Processing	4.00	4.00	4.00
Property Condition Enforcement	24.50	23.50	20.00
Property Use Enforcement	24.50	24.50	23.00
Total	70.02	70.02	65.02

Department Expenditures

	FY 2002 ACTUAL	FY 2003 BUDGET	FY 2004 FINAL
GENERAL FUND			
Neighborhood Code Compliance			
Community Outreach	\$ 205,777	\$ 267,998	\$ 254,431
Department Management	\$ 791,632	\$ 718,588	\$ 748,907
Graffiti Control	\$ 1,127,849	\$ 1,038,967	\$ 987,977
Initial Case Processing	\$ 219,921	\$ 189,679	\$ 199,435
Property Condition Enforcement	\$ 2,020,764	\$ 1,736,064	\$ 1,539,876
Property Use Enforcement	\$ 1,886,479	\$ 1,598,385	\$ 1,665,839
Total	\$ 6,252,422	\$ 5,549,681	\$ 5,396,465

Grant Funds

	FY 2002 ACTUAL	FY 2003 BUDGET	FY 2004 FINAL
Targeted Code Enforcement	\$ 512,685	\$ 545,966	\$ 540,225
Enforcement in Public Rights-of-Way	\$ 54,000	\$ -	\$ 55,796
Vacant Properties Coordination	\$ 75,000	\$ -	\$ 85,000
Title 24 Enforcement	\$ 80,268	\$ 76,510	\$ 78,285
Art-as-Vandalism Deterrent	\$ 900	\$ 3,000	\$ -
Code Enforcement Incentive Program State Fund	\$ 45,984	\$ 66,628	\$ 64,434
Total	\$ 768,837	\$ 692,104	\$ 823,740

Neighborhood Code Compliance

Significant Budget Adjustments

GENERAL FUND

Neighborhood Code Compliance	Positions	Cost
Salary and Benefit Adjustments Adjustments to reflect the annualization of the Fiscal Year 2003 negotiated salary compensation schedule, Fiscal Year 2004 negotiated salaries and benefits, changes to average salaries, retirement contributions and other benefit compensation.	0.00 \$	362,646
Staffing for the Graffiti Control Program The addition of 1.00 Utility Worker I will provide the ability to remove spray-painted land surveying utility markings on the public rights-of-way. The position is fully reimbursed through the Water and Metropolitan Wastewater Department's Capital Improvement Programs.	1.00 \$	46,923
Support for Information Technology Funding has been reallocated according to a Citywide review of information technology budget requirements and priority analyses.	0.00 \$	17,965
Non-Discretionary Adjustments to reflect expenses that are determined outside of the Department's direct control. Examples of these adjustments include utilities, insurance, and rent.	0.00 \$	(6,938)
Reduction in Mediation Services This reduction will adversely impact voluntary compliance in code enforcement cases, particularly when residents are disturbed by noise. Participating parties will be required to pay for this service out of pocket.	0.00 \$	(50,000)
Reduction in Abatement Coordination The reduction of 1.00 Administrative Aide II and associated support will result in a delay in the processing time to schedule hearings, recordations, releases, abatements, and payments to abatement contractors. This reduction will also decrease the Department's ability to meet budgetary deadlines.	(1.00) \$	(76,206)
Reductions in the Graffiti Control Program A 25 percent reduction in the Urban Corps contract will result in fewer service requests handled and increased response times to remove graffiti from private properties. The reduction of 1.00 vacant Administrative Aide II and associated support will result in shifting this position's functions to other Graffiti Control staff, thereby delaying the processing of Notices of Violation by two days.	(1.00) \$	(169,981)

Neighborhood Code Compliance

Significant Budget Adjustments (continued)

GENERAL FUND

Neighborhood Code Compliance	Positions	Cost
Reductions of Staffing and Support in the Property Condition and Property Use Enforcement Programs	(4.00) \$	(277,625)

The reduction of 1.00 vacant Clerical Assistant II will result in delays in providing records to investigators. The reduction of 1.00 vacant Senior Planner will result in delayed processing of complex cases. The reduction of 1.00 vacant Combination Inspector and 1.00 vacant Code Compliance Officer will result in slowed responses to community complaints. Ultimately, this will result in increased workloads for existing staff and impact the Department's ability to issue formal notices of violation within 30 days, and resolve cases within 180 days.

Expenditures by Category

		FY 2002 ACTUAL		FY 2003 BUDGET		FY 2004 FINAL
PERSONNEL						
Salaries & Wages	\$	3,709,501	\$	3,346,574	\$	3,271,383
Fringe Benefits	\$	1,144,474	\$	1,074,119	\$	1,175,152
SUBTOTAL PERSONNEL	\$	4,853,976	\$	4,420,693	\$	4,446,535
NON-PERSONNEL						
Supplies & Services	\$	905,354	\$	812,870	\$	633,009
Information Technology	\$	386,328	\$	250,017	\$	257,624
Energy/Utilities	\$	80,367	\$	58,543	\$	51,739
Equipment Outlay	\$	26,397	\$	7,558	\$	7,558
SUBTOTAL NON-PERSONNEL	\$	1,398,446	\$	1,128,988	\$	949,930
TOTAL	\$	6,252,422	\$	5,549,681	\$	5,396,465

Neighborhood Code Compliance

Revenues by Category

GENERAL FUND		FY 2002 ACTUAL		FY 2003 BUDGET		FY 2004 FINAL
Property Tax	\$	-	\$	-	\$	-
Other Local Taxes	\$	-	\$	-	\$	-
Licenses and Permits	\$	67,731	\$	58,000	\$	58,000
Fines, Forfeitures, and Penalties	\$	20,755	\$	11,000	\$	11,000
Revenue from Money & Property	\$	-	\$	-	\$	-
Revenue from Other Agencies	\$	361,015	\$	203,158	\$	5,000
Charges for Current Services	\$	750,057	\$	87,300	\$	487,300
Other Revenues	\$	1,425	\$	1,500	\$	1,500
Transfers from Other Funds	\$	320,137	\$	357,771	\$	404,694
TOTAL	\$	1,521,120	\$	718,729	\$	967,494

Key Performance Measures

	FY 2002 ACTUAL	FY 2003 BUDGET	FY 2004 FINAL
Average cost per Voluntary Compliance Letter sent	\$62	\$37.94	\$52
Average cost per building/housing/noise case referral	\$391	\$434	\$385
Average cost per land development and zoning case referral	\$615	\$666	\$555
Average cost per reported graffiti violation	\$39.82	\$41.56	\$49.40
Average cost per code enforcement volunteer case referral ⁽¹⁾	\$42.76	\$96	\$65
Average cost per volunteer/participant in graffiti control activities	\$8.25	\$8.59	\$7.62

Salary Schedule

GENERAL FUND

Neighborhood Code Compliance

Class	Position Title	FY 2003 Positions	FY 2004 Positions	Salary	Total
1107	Administrative Aide II	2.00	0.00	\$ -	\$ -
1218	Assoc Management Analyst	1.00	1.00	\$ 55,514	\$ 55,514
1277	Combination Inspector II	11.00	10.00	\$ 56,553	\$ 565,528
1348	Info Systems Analyst II	1.00	1.00	\$ 56,143	\$ 56,143
1356	Code Compliance Officer	9.00	8.00	\$ 38,721	\$ 309,767
1357	Code Compliance Supv	1.00	1.00	\$ 45,218	\$ 45,218
1402	Document Input Clerk-Terminal	1.00	1.00	\$ 33,244	\$ 33,244
1465	Field Representative	1.00	1.00	\$ 34,267	\$ 34,267
1535	Clerical Assistant II	2.00	1.00	\$ 30,468	\$ 30,468

⁽¹⁾ In Fiscal Year 2004, the efficiency includes 0.50 Senior Zoning Investigator and support.

Neighborhood Code Compliance

Salary Schedule (continued)

GENERAL FUND

Neighborhood Code Compliance

<i>Class</i>	<i>Position Title</i>	<i>FY 2003 Positions</i>	<i>FY 2004 Positions</i>	<i>Salary</i>		<i>Total</i>
1648	Payroll Specialist II	1.00	1.00	\$	36,573	\$ 36,573
1746	Word Processing Operator	4.00	4.00	\$	33,016	\$ 132,062
1776	Public Information Clerk	3.00	3.00	\$	33,062	\$ 99,186
1849	Sr Combination Inspector	2.00	2.00	\$	64,988	\$ 129,975
1855	Sr Civil Engineer	1.00	1.00	\$	81,582	\$ 81,582
1872	Sr Planner	2.00	1.00	\$	66,738	\$ 66,738
1876	Executive Secretary	1.01	1.01	\$	46,240	\$ 46,702
1879	Sr Clerk/Typist	2.00	2.00	\$	38,040	\$ 76,080
1880	Sr Zoning Investigator	4.00	4.00	\$	60,366	\$ 241,463
1974	Utility Supv	1.00	1.00	\$	45,794	\$ 45,794
1978	Utility Worker I	3.00	4.00	\$	31,988	\$ 127,952
1979	Utility Worker II	3.00	3.00	\$	34,136	\$ 102,408
1998	Zoning Investigator II	10.00	10.00	\$	52,900	\$ 529,004
2111	Asst City Manager	0.01	0.01	\$	172,100	\$ 1,721
2134	Neighborhood Code Compliance Dir	1.00	1.00	\$	117,373	\$ 117,373
2214	Deputy Director	1.00	1.00	\$	100,347	\$ 100,347
2270	Program Manager	1.00	1.00	\$	91,079	\$ 91,079
2277	Graffiti Program Manager	1.00	1.00	\$	86,768	\$ 86,768
	Field Training Pay	0.00	0.00	\$	-	\$ 3,214
	Overtime Budgeted	0.00	0.00	\$	-	\$ 16,058
	Reg Pay For Engineers	0.00	0.00	\$	-	\$ 9,155
	Total	70.02	65.02			\$ 3,271,383
NEIGHBORHOOD CODE COMPLIANCE		70.02	65.02			\$ 3,271,383
TOTAL						

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Five-Year Expenditure Forecast

	FY 2004 FINAL	FY 2005 FORECAST	FY 2006 FORECAST	FY 2007 FORECAST	FY 2008 FORECAST	FY 2009 FORECAST
Positions	65.02	65.02	65.02	65.02	65.02	65.02
Personnel Expense	\$ 4,446,535	\$ 4,579,931	\$ 4,717,329	\$ 4,858,849	\$ 5,004,614	\$ 5,154,752
Non-Personnel Expense	\$ 949,930	\$ 978,428	\$ 1,007,781	\$ 1,038,014	\$ 1,069,154	\$ 1,101,229
TOTAL EXPENDITURES	\$ 5,396,465	\$ 5,558,359	\$ 5,725,110	\$ 5,896,863	\$ 6,073,768	\$ 6,255,981

Neighborhood Code Compliance

Fiscal Years 2005 - 2009

No major projected requirements.